department of posts would vacate building No. 2, Ganesh Chandra Avenue, Calcutta by the first week of December, 1991 and hand it over to its owners;

(b) whether the said promise has been fulfilled;

(c) if not, the reasons therefor;

(d) whether it is a fact that the above-mentioned Hon'ble M.P. had given alternate suggestions vide his letter dated 12-8-1992 to the former Minister to enable the department to vacate the building; and

(e) if so, what are those suggestions and the reaction of the Government thereto?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) No, Sir.

(c) The Department had thought of providing space for the office of Directo PLI in Yogayog Bhawan by shifting one of its offices functioning there. But the plan could not be implemented due to resistance from the staff Unions of the office proposed to be shifted from Yogayog Bhawan.

(d) Yes, Sir.

(e) The Hon'ble M.P. had suggested that enough space was available in the ground, 8th, 11th, 12th and 13th floors of the Yogayog Bhawan, Calcutta for shifting the office of Director (PLI) Calcutta from its present rented building. The suggestion of the Hon'ble M.P. was examined but found not feasible.

Financial resources raised to modernise the dot

1602. SHRI MENTAY PADMANABHAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the recent increase in tariffs announced by his Ministry will raise over Rs. 750 crores of financial resources;

(b) whether any specific projects or modernisation programme has been enhance the quality of work and sersources;

(c) if not, whether these funds will be utilised for running the existing telecom operations;

(d) whether there is any proposal to prone the vast number of personnel to economise; and spend some of the money raised on personnel training to enhance the quality of work and service and motivation of employees working in the telecom sector?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. The recent tariff revisions will raise only Rs. 640 crores in 1993-94.

(b) and (c) The Telecom tariffs have been revised to mop up additional resources to accomplish the physical targets of the 8th five year plan (1992-97) which includes expansion, upgradation, modernisation and also for cross-subsidization of services in the rural and tribal areas.

(d) No, Sir. There is no proposal to prone the number of personnel. However, Department of Telecommunications on its own has embarked on a large training programme to enhace the quality of work ad service and motivate the employees. The training proposed will make Department of Telecome. personnel adopt to new technology equipment that is being inducted in the field.

Non functioning of Calcutta telephones

1603. PROF. SAURIN BHATTACHARYA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether a large number of telephones of the subscribers pertaining to level "479", "440", "473" exchanges

of Calcutta Telephones have been lying out of service due to defaults in the maintenance of these exchanges and lack of maintenance staff;

(b) whether subscribers complaints have not been attended for months together;

(c) whether the office of the Area Manager (South), Calcutta Telephones has also received such complaints for the last three months or more and have also received several representations for refund of deposit money of the subscribers under various categories;

(d) whether the AM(S) of Calcutta Telephones has not been issuing refund cheques on account of withdrawal from temporary connections as well; and

(c) if so, what are the facts and details thereof and what corrective action is to be taken immediately?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. The service in general, provided by these Electronic Exchanges is satisfactory.

(b) No, Sir. Only in case of major cable breakdowns having multiple faults, the restoration is delayed to some extent.

(c) Yes, Sir. Some complaints have been received in the Office of Area Manager (South) in respect of faulty lines. Some requests for refund of security money have also been received.

(d) Refund cheques are being issued from time to time on receipt of requests from subscribers. 56 cheques were issued during last three months out of 61 cases.

(e) Does not arise.

Report of the social audit panel

1604. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Social Audit Panel set up by Government has submitted its report on improvement of customer services in Telecom Sector;

(b) if not, what is the time frame by when this report would be ready; and

(c) whether Government will widely publicise the recommendations before examining and implementing them?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir. The Social Audit Panel has submitted three action reports out of which two contain the recommendations for telecom sector.

(b) Does not arise in view of reply to (a) above.

(c) The gist of the findings of the Panel has already been laid on the Table of the House in reply to Rajya Sabha Unstarred Question No. 3411 on 23.3.1993.

विश्व बैंक द्वारा परियोजना ऋण

1605. श्री ईश दत्त यादव : क्या वित्त मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि विश्व बैंक द्वारा भारत को वर्ष 1993–96 के दौरान हर वर्ष रियायती दर पर लगभग 1.3 बिलियन रुपये का ऋण दिये जाने पर सहमति दी गई हैं ; और

(ख) यदि हां, तो इसका विस्तृत ब्यौरा क्या है तथा किन-किन परियोजनाओं के लिए ऋण देने का प्रस्ताव हैं ?